



# DECISION-MAKING TOOL

## for Family Planning Clients and Providers



A WHO FAMILY PLANNING CORNERSTONE



Department of Reproductive Health and Research  
World Health Organization, Geneva



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BLOOMBERG  
SCHOOL OF PUBLIC HEALTH

*Center for Communication Programs*

Decision-making tool for family planning clients and providers.

1.Family planning services 2.Contraception- methods 3.Counseling 4.Decision making 5.Teaching materials I.World Health Organization II.Johns Hopkins Bloomberg School of Public Health. Center for Communication Programs.

Suggested citation: World Health Organization (WHO). and Johns Hopkins Bloomberg School of Public Health. Center for Communication Programs. Information and Knowledge for Optimal Health (INFO). Decision-making tool for family planning clients and providers. Baltimore, Maryland, INFO and Geneva, WHO, 2005. (WHO Family Planning Cornerstone)

ISBN 92 4 159322 9

(NLM Classification: WA 550)

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**Suggested citation for unofficial translations or adaptations of this tool:** *Translated/adapted from "Decision-Making Tool for Family Planning Clients and Providers" prepared by the World Health Organization and the INFO Project at the Johns Hopkins Bloomberg School of Public Health/Center for Communication Programs. Geneva, World Health Organization, and Baltimore, Johns Hopkins Bloomberg School of Public Health/Center for Communication Programs, 2005.*

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# Decision-Making Tool

## for Family Planning Clients and Providers

This tool constitutes one of the Four Cornerstones of WHO's evidence-based guidance in family planning. The technical content of this tool was developed using international evidence-based family planning guidance, including *Medical Eligibility Criteria for Contraceptive Use* (WHO, Third Edition, 2004), *Selected Practice Recommendations for Contraceptive Use* (WHO, Second Edition, 2005), and *The Essentials of Contraceptive Technology* (JHU/CCP 2003).

### Acknowledgements:

This tool is a collaborative effort of the World Health Organization's Department of Reproductive Health and Research and the INFO Project at Johns Hopkins Bloomberg School of Public Health/Center for Communication Programs. The tool has been developed by Sarah Johnson, Ward Rinehart and Kathryn Church. Sharon Rudy also helped develop the concept and initial drafts. Special thanks go to Kathryn Curtis, Carlos Huezo, Herbert Peterson, Annie Portela, James Shelton, Jennifer Smith and Paul Van Look for their support and contribution to this work.

We would like to thank Young Mi Kim of the Johns Hopkins Bloomberg School of Public Health/Center for Communication Programs for her work in fieldtesting the tool, along with the following individuals and organizations: Ilka Maria Rondinelli of the International Planned Parenthood Federation/Western Hemisphere Region, and its Member Association of Trinidad and Tobago; Antonietta Martin of the Population Council and Frontiers in Reproductive Health, Mexico; Jenni Smit of the Reproductive Health Research Unit of the University of Witwatersrand, South Africa; Dian Rosdiana of the Johns Hopkins University STARH Programme, Indonesia; and Michelle Heerey and Adrienne Kols of Johns Hopkins Bloomberg School of Public Health/Center for Communication Programs. We would also like to thank the family planning providers in Indonesia, Mexico, Nicaragua, South Africa and Trinidad and Tobago who participated in the fieldtesting. We also gratefully acknowledge Rafael Avila and Stephen Goldstein of the INFO Project for their help in production of this tool.

We would like to thank the following experts at WHO for their review and comments: Nathalie Broutet, Catherine d'Arcangues, Timothy Farley, Catherine Hamill, Rita Kabra, Svetlin Kolev, Ornella Lincetto, Justin Mandala, Adriane Martin-Hilber, Francis Ndowa, and Jelka Zupan (Department of Reproductive Health and Research); Adepeju Olukoya and Claudia Garcia-Moreno (Department of Gender, Women and Health); Tin-Tin Sint (Department of HIV/AIDS); Peter Weis (Family and Community Health Cluster); Yvan Hutin and Dina Pfeifer (Department of Immunizations, Vaccines and Biologicals).

The tool is also based on expert advice from many international organizations in the field of family planning. We would like to thank the following interagency groups for their expert reviews and guidance: the Client-Provider Interaction Subcommittee of the USAID MAQ Initiative, and the Expert Working Group to develop Selected Practice Recommendations for Contraceptive Use. In addition, we would like to thank the following individuals for their crucial early input: Marcos Arevalo, Jeannette Cachan, Moshira El-Shafei, Pape Gaye, Mihai Horga, Federico Leon, Shalini Shah, and Theresa Velasco.

Illustrations by Rita Meyer at the Johns Hopkins Bloomberg School of Public Health/Center for Communication Programs. Additional illustrations by Greg Dayman of Prographics, Inc.; by the Reproductive Health Research Unit, Johannesburg, South Africa (images from page AP5 adapted from the Reproductive Health Flipchart); and by the Institute of Reproductive Health, Georgetown University (pages FA3 and FA4).

Support for this project was provided by the United States Agency for International Development (USAID) (through the INFO Project from Global, GH/PRH/PEC, under the terms of Grant No. GPH-A-00-02-00003-00), and by the governments of Japan, the Netherlands, Norway and Sweden.

# Using the Decision-Making Tool for Family Planning Clients and Providers

## Introduction for the Provider

This flip-chart is a tool for you and your client to use during family planning counselling. It can:

- help clients choose and use the method of family planning that suits them best;
- give you the essential information you need to offer high-quality family planning care to your clients;
- help you counsel clients more effectively.

### About this Tool

- **The front section**, covered by the tabs on the side, helps new clients make decisions about a family planning method and helps meet returning clients' various needs. Counselling usually starts with one of the side tabs.
- **The methods section**, with the tabs at the bottom, provides information for you and your client on each family planning method. This information can help confirm a client's choice and help the client use a method correctly. Each method section includes information on who can and cannot use each method, side-effects, how to use the method, when to start, and what to remember.
- **The Appendices section**, the last side tab, offers more counselling aids that you can use as needed and reference pages on sexual and reproductive health topics.

#### Principles of this “Decision-Making Tool”

1. The client makes the decisions.
2. The provider helps the client consider and make decisions that best suit that client.
3. The client's wishes are respected whenever possible.
4. The provider *responds* to the client's statements, questions, and needs.
5. The provider *listens* to what the client says in order to know what to do next.

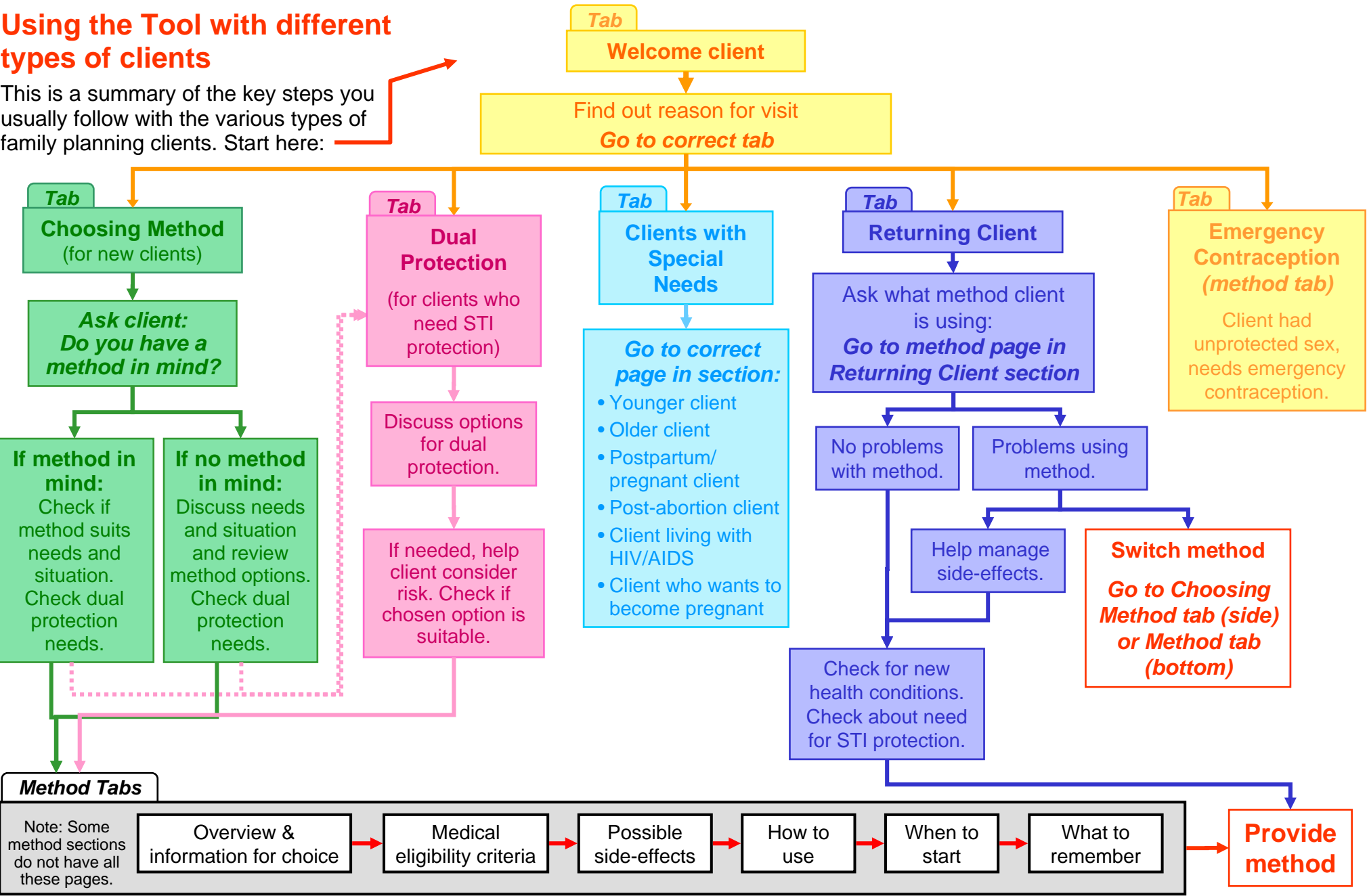
### Helping clients with different needs

In the front section there are different tabs for clients with differing needs (also see flow-chart below):

- **Choosing Method tab:** New clients may need help to choose a method that best suits their needs. This tab will help you discuss these needs and help the client make a healthy choice.
- **Dual Protection tab:** All clients need to consider dual protection—protection from both sexually transmitted infections (STIs), including HIV/AIDS, and pregnancy. STIs and HIV/AIDS are a growing problem, and all clients should understand the risk and decide how to protect themselves. At first, STI risk may seem difficult to discuss, but actually, most clients welcome such discussion. Consider how to introduce the topic without expressing disapproval.
- **Special Needs tab:** Clients with special needs include younger clients, older clients, pregnant/postpartum clients, post-abortion clients, clients living with HIV/AIDS, and clients who want to become pregnant. These clients may have particular family planning needs or need special advice or counselling.
- **Returning Clients tab:** Clients returning to the clinic may be having problems with their method, may have questions, or may simply want more supplies. This tab can help you address their needs.

# Using the Tool with different types of clients

This is a summary of the key steps you usually follow with the various types of family planning clients. Start here:



## Preparing to use this Tool

- Studying this tool will help you become familiar with how it works and with the information in it. **Using the flip-chart will become easier with practice.**
- If this is your own personal copy, you may wish to write in it, adding things to say or other reminders.
- This guide covers only the main points. When you talk with clients, you can add information and discuss matters further, responding to the client's needs and concerns.
- Some words and pictures on the client's pages may not apply in your programme. You can cover them or cross them out. For example, you may not have every family planning method that is pictured.
- You can and should **use your own words**. In general, the text is not meant to be read to the client. Once the guide becomes familiar, a glance will remind you of key information and your next steps. Do not try to read the small type while counselling.
- However, you **may want to read aloud and discuss some key points** on the client's pages. If the client cannot read well, you may need to read more. Point to pictures if that is helpful.

### Counselling icons

Many pages have small icons (symbols) on them. These icons will remind you of good counselling behaviour that is especially important at that moment. Here are the icons:



**Listen  
carefully**



**Check  
understanding**



**Offer  
support**



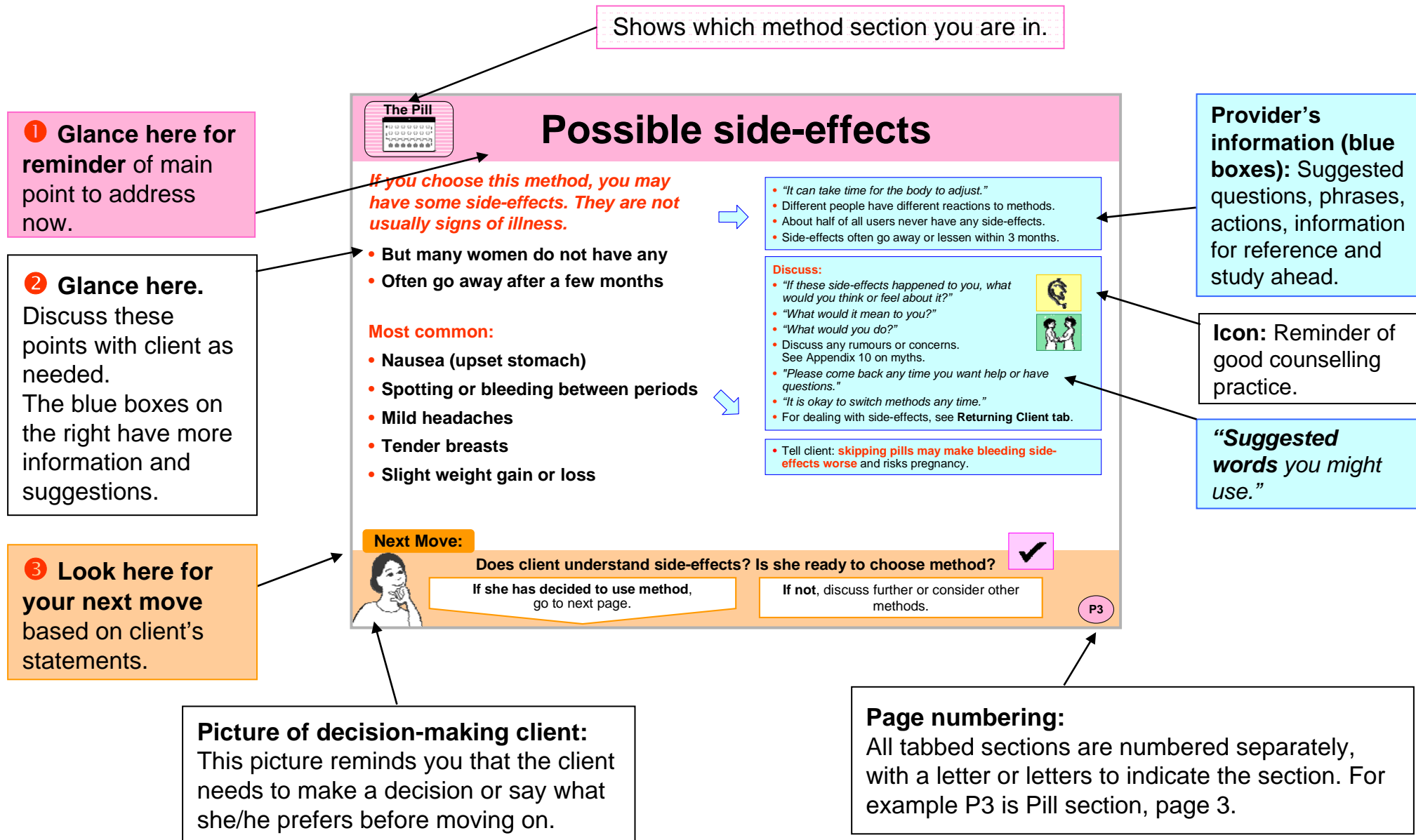
**Ask if client  
has questions**

## How to use this Tool with clients

- **The Tool stands up** so both you and the client can see the pages on each side. Your page shows the same words that the client sees but not the pictures. Instead, your page has more information and suggestions for you.
- **Place the Tool** where the client can easily see it. Try *not* to place the flipchart directly *between* you and the client. You can place it to the side or where both of you look at the client's side.
- **Tell the client about the Tool.** Explain that it will help meet her or his needs.
- For every client, **start with the Welcome page**, which follows this introduction. After you welcome the client, you turn to the next page. Here you **ask the client how you can help**. The client's answer usually will lead you to one of the side tabs. These pages may then lead you to a contraceptive method tab at the bottom.
- **To use the tabs, place your fingertip against the tab and slide it under the page in front of the tab.** Then flip over all the pages. **Do not lift the page with the tab on it.**
- Each page shows the client an important question or topic. To use this tool correctly, **you usually need the client's answers or information** before you can go to the next page. You can tell the client this. Then the client will know that her or his participation is important. The diagram below (page iv) shows how to use the provider's pages.



# How to use the provider's pages





# Welcome

t, we can help you:

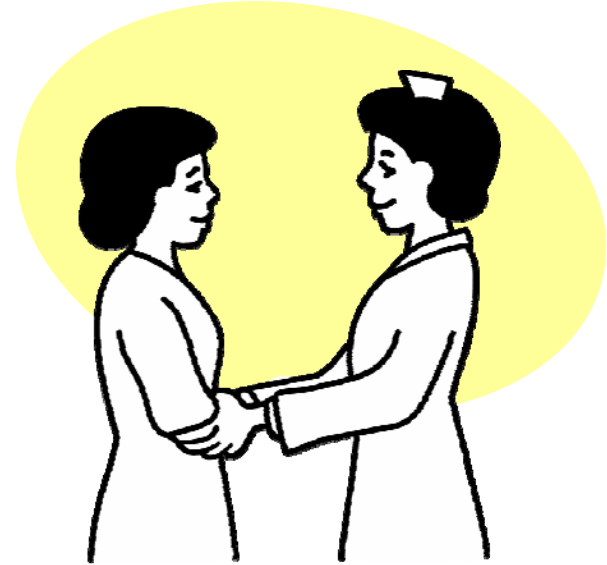
a method

ns

rmation



*privacy*  
*ntiality*



Please tell me about:

- Yourself
- Your needs
- Your questions

预览已结束，完整报告链接和二维码如下：

[https://www.yunbaogao.cn/report/index/report?reportId=5\\_29859](https://www.yunbaogao.cn/report/index/report?reportId=5_29859)

